



Shop Talk

Facilities Management

Duke University

Creating Tomorrow's Duke Today

May 2018

Message from the VP

Every year Duke welcomes proud parents to campus to celebrate the end of their child's career at Duke. Students work hard to make it to graduation, but they do not do it alone. They have their families, high-school teachers, college professors, and friends to thank, and they have Facilities Management staff to thank as well.

Students could not take full advantage of all that an elite institution like Duke has to offer without Facilities Management keeping the campus operational, safe, and clean. The varsity swimmer does not have to worry whether or not the chemical balance is correct in the pool so she can focus on her performance. While the violinist may notice the sparkling marble floors in Biddle, he does not have to worry whether the humidity will damage his violin. He can just focus on practicing. The biology students do not need to worry about the fume hood malfunctioning, they can focus on their experiment.

Everything a student does while on campus is made possible by Facilities Management. The class of 2018 made it to commencement weekend because we have done our work successfully. We have kept the lights on, heated and cooled the dorms and classrooms, kept the sidewalks free of leaves, snow and trash, renovated the legacy buildings and added new buildings so Duke students can do what they are meant to do during their tenure at Duke. The students most likely do not realize your contribution to their success, but the Duke faculty and administration do. Thank you for your work getting these students to commencement day!



John J. Noonan
Vice President for Facilities

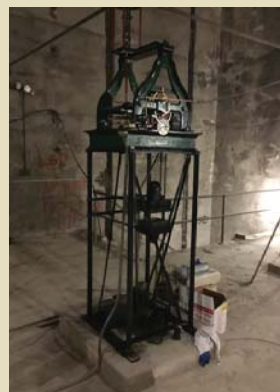


WEST CAMPUS PRECINCT RECEIVES NATIONAL AWARD

The West Campus Precinct has received an Excellence in Landscape Architecture Award from the Society for College and University Planning (SCUP). The award recognizes the creation of Crown Commons next to the Brodhead Center, the new walkway connecting the Bryan Center to Abele Quad, and the restoration of Abele Quad.



CROWELL/ CRAVEN RENOVATION UPDATE



The clock mechanism in the Crowell Clock Tower is original and spare parts are no longer produced for the 90 year old clock. It has been enclosed in a box made to protect it during the construction necessary to install sprinklers on the tower.



THREE EMPLOYEES WIN MERITORIOUS SERVICE AWARD

Facilities Management was well represented at the annual Presidential Awards ceremony in April. **Rodney Andrews**, Building Coordinator, **Gloria Biddings**, Housekeeper Specialist, and **Jeff Connolly**, Senior General Maintenance Mechanic received the Presidential Meritorious Service Award. The award is given by the Office of the President and recognizes outstanding job performance for 2017. In order to be nominated for the award, the employee must show:

- Overall performance that has regularly and consistently exceeded expectations, and has reflected a high level of service, trustworthiness, and respect
- Completion of an especially formidable task for the University
- Work which has resulted in a significant boost in quality, productivity and/or cost savings
- Efforts which have resulted in measurable improvements in patient, student or employee safety

In his role as Building Coordinator, Rodney Andrews



is the single point of contact responsible for overseeing all of the maintenance work required for the athletic buildings and stadiums on west campus. He also coordinates the skilled trades coverage required for all home football and men and women's

basketball games. Over the years he has saved the University money by addressing recurring problems, eased the pain of construction for the athletic staff, and put in untold hours of overtime to ensure that athletic events run smoothly. The athletic precinct is one of the most visited areas of campus, and Duke fans can attribute their game-day experience to Rodney and his presence during athletic events. Even if it is as small as a glitch as an

individual stadium bulb that goes out during the game, Rodney is the person who takes care the problem quickly, even if it occurs late at night or on the weekend.



Gloria Biddings has taken care of the Mary Duke Biddle Music Building for almost 30 years. She was nominated for the award by faculty and staff in the music department. The building, which opened in 1974, is unlike any other building on campus. It has marble floors, a marble

fountain in the middle of a two-story atrium, and many high glass windows. Gloria keeps the space pristine, in spite of the fact that the building is heavily used day and night. Gloria is a true caretaker of the building; she has thwarted theft and helped find missing items. Earlier this year she stayed in the building when the Music Library staff failed to show, making sure that students had access and keeping an eye on the library until a library employee arrived. Most importantly, Gloria takes care to know and to greet the students, faculty, and staff who occupy the building, which makes the building a pleasure to work in.

Jeff Connolly is an expert mechanic who is responsible for the maintenance of the pools and spas in athletic buildings. He is responsible for keeping them all safe for use by student athletes and recreational swimmers alike. He must maintain the correct water chemistry, which is complicated because the water chemistry constantly changes due to usage. He also maintains all the pumps and filters associated with all of the pools and spas. Jeff made the effort to receive additional training and is a Certified Pool & Spa Operator. Because the care of the pools and spas is an around the clock job, Jeff always makes himself available to other mechanics if they need his expertise, even in his off hours. In addition, Jeff also maintains the lighting and plumbing in the athletic buildings and makes sure the athletic precinct is in good working order for the high volume of visitors that flock to that part of campus.

Fun Fact:

Duke University is now home to a puppy lab and park! Belle Farish served as the project manager for the facility which opened in March next to the Biological Sciences building. The park is part of the Duke Canine Cognition Center, dedicated to the study of dog psychology. The lab and park are only used for puppies in training to be service dogs for the Canine Companion for Independence program.



FMD HELPS MAKE ART

In the 1990s, Duke used satellite dishes to receive and deliver broadcast programming for Duke Cable Television. The dishes, located next to the Art Annex on Gattis Street, became obsolete when the University switched to internet. This spring the dishes were repurposed as canvases for art. A local non-profit, Mural Durham, spear-headed a project to create an art park with the assistance of Facilities Management.

Building Coordinator **Randy Orange** Randy had the site prepared, including cutting back overgrown plants, removing old fencing around the site and installing a new fence around the tower base, had the wiring removed from the satellite dishes and had them power washed. Senior Painter **Brian Williams** worked with the group making recommendations on the primer, paint, and sealers that would work best on the satellite dishes.

Anyone can visit the Satellite Park. It is located at the Duke Arts Annex, 404 Gattis Street.

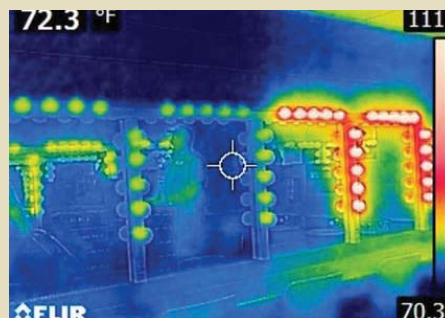


FMD HELPS ACTORS KEEP THEIR COOL

The dressing rooms in Reynolds Theater in the Bryan Center and Page auditorium have always been equipped with incandescent Hollywood-style vanity lights. The lights put off so much heat that the air-conditioning would automatically turn on to cool the space. At the request of the Bryan Center Event Manager, Energy Engineer Abhi Bathula tested the lamps, and discovered the lights could reach over 200 degrees. With the help of the General Maintenance Shop, these lights are being replaced with LED lamps, as are the over 900 other lamps in the Bryan Center and Page Auditorium. The temperature of the LED lights is just 80 degrees. The new LED lamps are more efficient, last longer and emit less heat, resulting in energy savings, maintenance cost and air conditioning savings.



General Maintenance Mechanic LeRon Childs changing the dressing room bulbs. Notice the huge number of bulbs on the cart in the mirror.



This infrared photo shows the heat emitted by the old lamps on the right, (in red) in stark contrast to the cool blue LED lights on the left.

CROWELL PROGRESS

The Ludowici tile roofs are being replaced at Craven and Crowell Quads. The copper collector heads, a component of the gutter system, are a distinctive part of Duke architecture and will be replaced to look like the originals. The work is very detailed and only a few craftsmen have the required skills to do this type of work. These reproductions are crafted by Kaufman-Ulm in Lichtwerberg, Germany.



TEACHING BEHIND THE SCENES AT FACILITIES MANAGEMENT

Since 1977 Duke has offered a wide array of courses to adults in the Durham community. There are no tests or grades, and many of the students are retired Duke employees.

At the request of the Duke Continuing Studies staff, FMD has taught an overview of Facilities Management in 2016 and 2017. Because that class was so popular, this year our offerings have expanded to six classes which include field trips across campus, including areas not accessible to the public. In addition to the overview class taught by John Noonan, the classes are:

- Past, Present, and Future: Planning Duke's Iconic Campus (Adem Gusa and Mark Hough)
- A University in the Forest: Landscape Design & Maintenance (Bryan Hooks and Mark Hough)
- The 24/7 Energy of a University & Medical Center (Russell Thompson and Casey Collins)
- Maintaining A World Renowned University (Steve Palumbo and Joe Miller)
- How Do You Build a Campus? (Paul Manning)



Russell Thompson and Casey Collins taught the energy class in Chilled Water Plant #2 and the West Campus Steam Plant (pictured here).

SAFETY ZONE

Safety Awareness Month Recognition! June is National Safety Awareness Month. To further highlight and recognize the importance we place on the safety of our employees both at home and in the workplace, FMD is bringing in a nationally renowned safety professional on Monday, June 18th who will share his first-hand experiences, AND he'll do it at both a breakfast and a lunch at the Washington-Duke Inn! Since we can only seat so many employees at each meal, functional areas are being divided up and your supervisor will let you know which meal and presentation you are required to attend. If you want a sneak preview, you can check out the following website: www.drebinger.com See you there!

Avetta Co-Innovation Award Presented to FMD Safety

On behalf of FMD, Safety Manager Mike Snyder had the opportunity to accept the Co-Innovation award presented by Avetta, the contractor management



company hired to ensure contractor compliance in the areas of insurance, safety programs, and employee safety training. Mike, Erica King, and Russell Thompson worked with the Avetta team for the past 18 months to update the EmployeeGUARD (EG) portion of Avetta's program, resulting in a recent release of the EG piece available to all Avetta's clients.

The award reads, *"This client has been willing to work and grow with us from the start of our relationship. They have worked with and fostered relationships with our Product, Configuration, Implementation, and Account Management teams. They are one of the reasons why our EmployeeGUARD product is where it is today. Their commitment, resolve, and support to this project is unmatched. Congratulations to our 2018 Customer Co-Innovation award winner, Facilities Management, Duke University!"*



Our Mission: To be stewards of Duke University by providing excellence in planning, design, construction, cleanliness, operations and maintenance of facilities, grounds and utilities, for the University Community in a safe, efficient and sustainable manner.